

# MISSOURI CHILD CARE PROVIDER REFERENCE GUIDE

***All legal child care providers are eligible to become a child care provider for the State and receive payment from the State for the care of children who are eligible for State-paid child care assistance.***

**How do I become a child care provider for the State and receive payment from the State for providing care for children who are eligible for State-paid child care assistance?**

There are two ways to do this.

1. You may obtain a license from the Department of Health & Senior Services, Section for Child Care Regulation to be a child care provider. Once you have obtained a license, you may sign a contract with the Department of Social Services and receive payment for providing child care to children who are eligible for State-paid child care assistance. Licensed providers contracting with the Department of Social Services must agree to acquire and maintain a direct deposit account, complete the on-line Subsidy Orientation Training (SOT), and use the Child Care On-line Invoice System (CCOIS) for invoicing. Go to <http://dss.mo.gov/cd/childcare/> to access the SOT and CCOIS.

If you are interested in becoming a licensed child care provider, contact the Department of Health and Senior Services/Section for Child Care Regulation Office nearest to you. Information about Child Care Licensing is available at <http://health.mo.gov/safety/childcare/index.php>. Once you have obtained a child care license, contact the Department of Social Services, [Child Care Provider Relations Unit](#) serving your county in order to become contracted to receive payment from the State for providing child care services to children who are eligible for State-paid child care assistance.

2. You may register with the State as a child care provider if the parent of a child who is eligible for State-paid child care assistance has indicated they want you to provide child care for their child. After signing a Registration Agreement and completing specific requirements, you will receive payment for providing child care to a child who is eligible for State-paid child care assistance. **(You must renew your Registration Agreement annually or if your address changes.)**

If you are interested in becoming a registered child care provider, contact your Department of Social Services (DSS) [Child Care Provider Relations Unit](#) (CCPRU) or you may call 573-526-3011.

Whether you are a licensed or registered child care provider, you **must** have an Authorization Letter from the DSS stating a child has been authorized to your care and is eligible for State-paid child care assistance. If you do not have this letter, you will not receive payment.



**What is the difference between licensed and registered child care providers?**

There are two main differences.

1. **Any** child care provider can *choose* to become a licensed provider; however, some providers **must** be licensed.

**NOTE: You must obtain a license if you care for five or more children who are not related to you.**

In order for you to become a **licensed** child care provider, a Child Care Facility Specialist from the Department of Health and Senior Services, Section for Child Care Regulation will visit the location where you will be providing child care. During the visit, the Child Care Facility Specialist will inspect the location to make sure that it is a safe and healthy place for you to provide child care.

2. If you are a **license exempt** (programs such as nursery schools and programs operated under the exclusive control of a religious organization, at a minimum receive 1 inspection a year from DHSS Section of Child Care Regulation and meets statutory requirements.) child care provider or if you care for **four or less children who are not related to you**, you **must** register with the State as a child care provider in order to receive payment from the State. A Child Care Facility Specialist will not visit you. However, you will be required to sign a Registration Agreement annually, agreeing to the following requirements:
  - a. You, the provider, and any member of your household 17 years of age or older must have a background check completed.
  - b. You meet the health and safety guidelines set forth by the DSS.
  - c. You have access to a working phone so parents and the DSS may contact you.
  - d. You are capable to care for children. If the DSS receives a report that the care you are providing is not appropriate, the DSS will investigate the claim.
  - e. You allow parents' access to their child at any time and to any paperwork you keep regarding their child.
  - f. You make all paperwork in relation to the Registration Agreement (i.e., attendance records) available to the State for review for 5 years after providing care.



**How do I get paid?** There are things the child care provider, the parent, and the DSS **must** do before payment can be received:

1. The parent **must** be eligible to receive child care assistance;
2. The parent **must** designate you as their child care provider;
3. The child care provider **must** sign a Registration Agreement with the State of Missouri/DSS;
4. The child **must** be authorized for child care by the parent's DSS, Family Support Division worker; and
5. You **must** receive an Authorization Letter from the State authorizing you to provide care to the child in return for the child care assistance payment.

► The **child care provider** is responsible for the following in order for payment to be received:

- Making sure the parent documents the time care began and ended for each child, each day on the Child Care Attendance Sheet.
- Making sure the parent initials next to the documented times each day on the Child Care Attendance Sheet.
- Making sure the parent signs the Child Care Attendance Sheet at the end of each month.
- Collect the sliding fee, the portion of payment the parent is responsible for, if applicable. The sliding fee is the parent's share of their child care cost, which must be collected by the provider.
- Completing the invoice at the end of each month to indicate how much time a child was in care during that month. You can only bill for direct services provided.
- Signing and submitting the paper invoice or completing the invoice on-line. If completing a paper invoice, the child care provider must ensure the Child Care Attendance Sheet for each child is

signed by the parent and provider and that the original attendance records are attached to the invoice. Every child care provider is required to keep attendance records. **(Remember to keep a copy of the attendance records that were submitted with the invoice.)**

- Mailing the paper invoice and attendance records to CCPRU staff serving the county where the child care is located. **(The correct return address is located in the upper left-hand corner of the invoice.)**

Invoices are used by the DSS to determine payment amount based on the time a child was in care during the month. The DSS will verify the accuracy of the invoice and Child Care Attendance Sheets. Payments are only processed if invoices are determined to be accurate. If errors are found, the DSS will contact the child care provider for clarification.

***Review your Child Care Attendance Sheets and invoices before submission to help avoid payment errors and delays.***

Registered child care providers have the option of receiving and submitting invoices on-line, which speeds up the timeframe for payment processing. For information about on-line invoicing, visit <https://dssapp.dss.mo.gov/ccoip/wbFMB9LogonCCInv.asp>

► The **PARENT** is responsible for the following in order for payment to be received:

- Documenting and initialing start and end time of care for each child, each day on the Child Care Attendance Sheet.
- Reviewing and signing the Child Care Attendance Sheet each month.
- Notifying their DSS worker regarding any changes in their family.
- Paying the sliding fee, the portion of payment the parent is responsible for, if applicable.
- Reporting any changes to the child care option previously chosen to the DSS worker.

► **DSS** is responsible for the following in order for payment to be received:

- Sending the Child Care Attendance Sheets to the child care provider.
- Sending the Authorization Letter to the child care provider.
- Send the monthly invoice to the child care provider.
- Reviewing invoices and, if applicable, Child Care Attendance Sheets for accuracy.
- Asking for clarification in regards to any discrepancies on the invoice and coming to a resolution.
- Issuing payment to the child care provider.

### **How much do I get paid?**

As a child care provider, the amount you charge for your child care services is your decision. This amount is called your “rate”.

The State also has rates for child care services called “base rates”. If the child care provider rate is more than the State base rate, the child care provider may charge the parent the difference. This difference charged to and collected from the parent is called the “co-pay”. **A co-pay CANNOT be charged for Protective Service children.**

There are four factors the State considers in determining the rates paid to a child care provider.

1. **County** where the child care provider lives. There are varying rates depending on if you live in an urban or a rural part of the State.
2. **Type of child care facility** – Family Home, Group Home or Center.
3. **Age** of the child:
  - **Infant** - newborn to 2 years of age

- **Preschool** - 2 years of age to 5 years of age
- **School-age** - 5 years of age and over

4. **Number of hours** child is in care:

- **5 to 10 hours** is considered **full day**
- **3 hours to 4 hours 59 minutes** is considered **half day**
- **30 minutes to 2 hours 59 minutes** is considered **part day**

Child care providers may also receive increases called a "rate differential" in addition to the daily base rates. Types of rate differentials are the following:

Applies to specific children:

- 15% increase for evening and weekend shift care for each child you care for during these hours:

Evening care is from 7:01 pm to 5:59 am

Weekend care is from 6:00 am Sat to 7:00 pm Sun

- 25% increase for caring for a child with a special need. Protected Service children are considered special needs.

Applies to all DSS children in the provider's care:

- 20% increase for becoming **accredited** by a State-recognized organization. (See pages 6-7 of this Reference Guide for a list of currently recognized accrediting organizations.)
- 30% increase for licensed providers when 50% of the children they care for are from DSS subsidized families. This rate differential is called **Disproportionate Share**.

**Note: Applications for the Disproportionate Share rate differential are not being accepted at this time due to budget constraints.**

Child care providers may receive more than one rate differential at a time if they qualify.

Child care providers are paid the State base rate or established rate, whichever is **lower** and the sliding fee amount is subtracted from this amount. It is the responsibility of the child care provider to collect the sliding fee from the parent. The parent is required to pay the sliding fee as their portion of the child care cost. The local DSS office can answer questions about payment amounts for each child in care.

**When do I get paid?**

Child care providers will receive payment approximately 10 to 15 days from the time invoices are entered into the payment system by the DSS. If payment is scheduled for direct deposit, the payment will be received sooner. Child care providers may talk to their local Child Care Provider Relations staff about direct deposit or download the Application for Vendor Direct Deposit (CD-122) at <http://dss.mo.gov/cd/info/forms/>.



## QUESTIONS AND ANSWERS

**Question:** How many hours of care will the State pay for?

**Answer:** Child care providers will receive an Authorization Letter from the DSS for each child who is eligible for State-paid child care assistance that identifies the following:

- Name of the child;
- Dates the child is approved for State-paid child care assistance (beginning and ending date);
- Portion of day (full, half, or part) the child is eligible to receive State-paid child care assistance;
- Number of days in the month the child can receive State-paid child care assistance;
- Name of the DSS worker who authorized the child to receive State-paid child care assistance; and
- Sliding fee the parent must pay to you. This does not apply to Protective Service children.

The State will not pay for more hours or days of care than stated in the Authorization Letter. If there are question about the Authorization Letter, call the local DSS office. **It is beneficial to keep the Authorization Letter for your records.**

**Question:** How will I know when a child is no longer authorized for State-paid child care assistance at my facility?

**Answer:** The Authorization Letter will give begin and end dates of the authorization. If the child's authorization closes prior to that date, another letter telling you the new authorization end date will be issued.

**Question:** What are the requirements for absences and holidays?

**Answer:** Payments for absences and/or holidays is allowable only for the units when a child would normally be in care. Payment may be made at the child's authorized level of care (Full-, Half-, or Part-Time) when the child is not in attendance, as long as the child attended a minimum of one unit in the month. There are requirements for the maximum number of units that will be paid for a child within a month.

**Question:** What is a sliding fee?

**Answer:** The income-eligible family's portion of their child care bill that must be collected by the provider as part of the provider's Department payment.

**Question:** What is a copayment?

**Answer:** The difference between the provider rate and the child care maximum rate when the provider's rate for care is higher than the child care maximum rate.

**Question:** The invoice I received has letters and numbers that I don't understand. What do these letters and numbers mean?

**Answer:** The FAMIS Child Care Invoice Form (FA 581) has an area next to the Child's name called "Child's Eligibility". This area has two lines – one for Day and another for EW (evenings and weekends). For example:

<b>CHILD'S ELIGIBILITY</b> <b>DAY: F02/H22/P00</b> <b>EW: F05/H00/P01</b>
---------------------------------------------------------------------------------

"F" stands for full day (5 to 10 hours per day)  
"H" stands for half day (3 to 5 hours per day)  
"P" stands for part day (1/2 up to 3 hours per day)

The number following the F, H, or P stands for the number of days in the month the child is authorized for full, half or part -time child care.

There is also a field that tells you the date the authorization ends for that child:

<b>CHILD SUBSIDY ENDS</b> <b>07/31/2008</b>
------------------------------------------------

The "RATES" box contains rates the State has authorized to pay for the child care provided for a specific child. The daily rate shown is the State base rate minus the parent's sliding fee plus any rate differentials. For example:

		RATES				
DAY	F	8.19	H	5.65	P	3.75
EW	F	9.56	H	6.60	P	4.38

**Question:** Will I have to pay taxes on the money I receive?

**Answer:** Child care providers are not employees of the State of Missouri, therefore is the responsibility of the child care

provider to report earnings to the Internal Revenue Service (IRS) as a self-employed worker. A tax form called an IRS 1099 will be sent to each child care provider at the end of the tax year that reports the total payments made for the year. The IRS tax form 1099 is proof of earnings, and will need to be used when filing income taxes.



### **CHILD CARE RESOURCES**

**Accreditation** is a way child care providers are recognized for meeting high standards of quality. There are six accrediting organizations that are recognized by the Department of Social Services. If a child care provider is accredited by one of these accrediting organizations, is in good standing with the Department of Social Services, and is serving a child(ren) eligible to receive child care assistance they are eligible to receive the Accreditation rate differential. To request the Accreditation rate differential, complete the Child Care Provider

Accreditation Rate Differential Agreement (CD-149) and submit it along with a copy of your accreditation certificate to the Children's Division, Early Childhood and Prevention Services Section (ECPSS); PO Box 88; Jefferson City, MO 65103 or fax it to 573-526-9586. The rate differential will be effective the month following the month you provide your certificate to ECPSS. The rate differential for accreditation will not be applied unless you provide the certificate and the CD-149 to ECPSS. You may download the CD-149 at <http://dss.mo.gov/cd/info/forms/>.

### **MO DSS RECOGNIZED ACCREDITING ORGANIZATIONS:**

<b>NAEYC</b> <b>National Association for the Education of Young Children</b> 1313 L St. N.W., Suite 500 Washington, DC. 20005 (800) 424-2460 web: <a href="http://www.naeyc.org">www.naeyc.org</a>	<b>MOA</b> <b>Missouri Accreditation</b> P.O. Box 997 Columbia, MO 65205 (573) 256-1288 web: <a href="http://moaccreditation.org">moaccreditation.org</a>
<b>NAFCC</b> <b>National Association for Family Child Care</b> 5202 Pinemont Drive Salt Lake City, Utah 84123 (800) 359-3817 web: <a href="http://www.nafcc.org">www.nafcc.org</a>	<b>NECPA</b> <b>National Early Childhood Program Accreditation</b> 1150 Hungryneck Blvd., Suite C305 Mount Pleasant, SC 29464 (800) 505-9878 web: <a href="http://www.necpa.net">www.necpa.net</a>



<b>COA</b> <b>Council on Accreditation</b> 120 Wall Street 11th Floor New York, NY 10005 (212) 797-3000 (866) 262-8088 web: <a href="http://www.coanet.org">www.coanet.org</a>	<b>CARF International</b> <b>Commission on Accreditation of Rehabilitation Facilities</b> 4891 E. Grant Rd. Tucson, AZ 85712 (888) 281-6531 web: <a href="http://www.carf.org">www.carf.org</a>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## CHILD CARE RESOURCE AND REFERRAL



Child Care Aware® of Missouri serves as a community resource on child care throughout the state. They help families find quality child care, preschool, and after-school programs for their children in addition to other information and resources. Child Care Aware® of Missouri can help your child care and early learning program by providing access to professional development opportunities, sharing information about regulations, zoning and resource development, and by referring parents to child care and early learning programs for child care services.

In order for Child Care Aware® of Missouri to refer your child care and early learning program to parents for child care services, you must be added to their referral list. To be a part of the referral list, you must meet certain requirements. Child Care Aware® of Missouri can provide you information about these requirements and may be contacted at the following.

<b>CHILD CARE AWARE® OF MISSOURI</b> 308 E. High St. Suite 100 Jefferson City, MO 65101 Fax: 573-632-6020 (866) 892-3228 <a href="http://www.mo.childcareaware.org">www.mo.childcareaware.org</a>	
<b>NETWORK AGENCIES</b>	
<b>CHILD CARE AWARE® OF CENTRAL MISSOURI</b> 1715 West Worley Street Columbia, MO 65203 (573) 445-5437 or (800) 243-9685 <a href="http://www.mo.childcareaware.org">www.mo.childcareaware.org</a>	<b>CHILD CARE AWARE®, OF SOUTHERN MISSOURI, AN OPERATING AGENCY OF THE COUNCIL OF CHURCHES OF THE OZARKS</b> 1710 East Chestnut Expressway Springfield, MO 65802 (417) 887-3545 or (800) 743-8497 Fax: (417) 823-9459 <a href="http://www.ccochildcare.org">www.ccochildcare.org</a>
<b>CHILD CARE AWARE® OF WESTERN MISSOURI, A PROGRAM OF THE FAMILY CONSERVANCY</b> 444 Minnesota Ave., Suite 200 Kansas City, MO 66101 (913) 342-1110 or (800) 755-0838 Fax: 913-342-3632 <a href="http://www.thefamilyconservancy.org">www.thefamilyconservancy.org</a>	<b>CHILD CARE AWARE® OF EASTERN MISSOURI</b> A Program at LUME Institute 6646 Vernon Avenue St. Louis, MO 63130 (314) 726-0148 Fax: (314) 721-0939 <a href="http://www.lumeinstitute.org">www.lumeinstitute.org</a>

## EDUCARE PROGRAM

**EDUCARE** is a state-funded initiative that provides resources, technical assistance, and training opportunities at free or reduced costs to child care providers with an emphasis on family, friend, and neighbor (FFN) providers.

## Educare Services Include:

- √ Professional development opportunities for child care providers;
- √ Individualized home visits for child care providers;
- √ Supporting coordination of existing community resources to optimize funding;
- √ Linking child care providers and families to schools and community resources; and
- √ Increasing consumer awareness of the important role quality child care has in the development of children.



<b>Statewide Coordinator:</b> Nancy L. Reid, Program Development Specialist <a href="mailto:Nancy.L.Reid@dss.mo.gov">Nancy.L.Reid@dss.mo.gov</a> Department of Social Services Children's Division – Early Childhood and Prevention Services P.O. Box 88 Jefferson City, MO 65103 Phone (573) 522-2316 FAX (573) 526-9586	<b>Area Resources for Community &amp; Human Services (ARCHS)</b> Amber Donnelly <a href="mailto:donnellya@stlarchs.org">donnellya@stlarchs.org</a> 539 N. Grand, 6 <sup>th</sup> Floor St. Louis, MO 63103 Phone: (314) 289-5628 Fax: (314) 534-0055
<b>Southeast Missouri State University</b> Amy Loomis McDonald <a href="mailto:educare@clas.net">educare@clas.net</a> 301 North Clark Street Cape Girardeau, MO 63701 (573) 651-9171 x106 Fax: (573) 651-1367	<b>Community Partnership of the Ozarks</b> Erica Harris <a href="mailto:eharris@commpartnership.org">eharris@commpartnership.org</a> 330 North Jefferson Springfield, MO 65806 (417) 888-2020 Fax: (417) 888-2322
<b>Local Investment Commission (LINC)</b> Candace Cheatem <a href="mailto:ccheatem@kclinc.org">ccheatem@kclinc.org</a> 3100 Broadway, Suite 1100 Kansas City, MO 64111 (816) 889-5050 Fax: (816) 889-5051	<b>University of Missouri – Columbia Project REACH</b> Laurie Wait <a href="mailto:waintl@missouri.edu">waintl@missouri.edu</a> 1400 Rock Quarry Road Columbia, MO 65211-3280 (573) 884-6696 Fax: (573) 884-0598
<b>St. Joseph Youth Alliance</b> Linda Midyett <a href="mailto:lindam@youth-alliance.org">lindam@youth-alliance.org</a> 5223 Mitchell Avenue St. Joseph, MO 64507 (816) 232-0050 Fax: (816) 390-8536	<b>St. Francois County Community Partnership</b> Margaret Bullock <a href="mailto:educare@sfccp.org">educare@sfccp.org</a> 200 West First Street, Suite 182 Farmington, MO 63640 (573) 760-0212 Fax: (573) 760-0451
<b>The Alliance of Southwest Missouri</b> Kimberly Burnett <a href="mailto:Kburnett@theallianceofswmo.org">Kburnett@theallianceofswmo.org</a> 1027 S. Main Street, Suite 7 LL Joplin, MO 64801-1335 (417) 782-9899 Fax: (417) 782-4337	<b>The Community Partnership</b> Danielle Barr <a href="mailto:danielle.barr@thecommunitypartnership.org">danielle.barr@thecommunitypartnership.org</a> Kathy Taber <a href="mailto:kathy.taber@thecommunitypartnership.org">kathy.taber@thecommunitypartnership.org</a> 1101 Hauck Drive Rolla, MO 65401 (573) 368-2849 Fax: (573) 368-3911



## Should I be licensed as a child care provider?

The Department of Health and Senior Services/Section for Child Care Regulation issues licenses to child care providers. You **must** have a license if you care for five or more children that are not related to you. However, many child care providers choose to become licensed even if they don't have to. Why should someone become a licensed child care provider, even if they don't have to?

✓ Parents look for licensed child care providers when they "shop" for child care. Most licensed providers are listed on the child care provider referral list maintained by Child Care Aware® of Missouri.

✓ Licensing tells parents that you are trying to provide a safe and healthy place for children. A licensed child care provider is visited by a state Child Care Facility Specialist. The reports of their visits show how you are following the State rules and guidelines for the care of children.

✓ There are educational opportunities available for licensed child care providers. Your State Child Care Facility Specialist or Child Care Aware® of Missouri contact can give you information on available training and technical assistance opportunities in the State.

✓ All licensed child care providers can request the services of the Health Consultation Program from the Department of Health and Senior Services.

✓ By joining professional associations, you'll meet other child care providers to share information and ideas.

## Is it hard to become a licensed child care provider?

You probably do many of the things necessary to be licensed right now because you want your child care business to be a safe and healthy place for children.

Here's how it works:

► A Child Care Facility Specialist will arrange an interview with you. In the interview, you will discuss:

- child care plans,
- rules of licensing, and
- visits the Child Care Facility Specialist will make to your facility.

► You must fill out application forms. The application forms are free.



► A child care license is good for up to two years.

► After you apply, the Child Care Facility Specialist will determine if you are ready to become a licensed child care provider.

► You must have a fire safety inspection and a sanitation inspection of your facility.

► A State Child Care Facility Specialist will visit you periodically after you become licensed.

If you are interested in becoming a licensed child care provider, contact the Section for Child Care Regulation Office nearest to you. Information about Child Care Licensing is available at <http://health.mo.gov/safety/childcare/index.php>.

<b>Section for Child Care Regulation</b> Missouri Department of Health & Senior Services PO Box 570 Jefferson City, MO 65102 573-751-2450 Fax: 573-526-5345 Email: <a href="mailto:info@dhss.mo.gov">info@dhss.mo.gov</a>	<b>Northwestern District Health Office</b> 3717 South Whitney Avenue Independence, MO 64055 Telephone: 816-350-5450
<b>Southwestern District Health Office</b> Landers State Office Building 149 Park Central Square, Suite 116 Springfield, MO 65806 Telephone: 417-895-6541	<b>Northeastern District Health Office</b> 1714 Prospect Dr Macon, MO 63552 Telephone: 660-385-3125
<b>Eastern District Health Office</b> 220 S. Jefferson, Second Floor St. Louis, MO 63103 Telephone 314-877-0210	<b>Central District Health Office</b> 3418 Knipp, Suite F, PO Box 570 Jefferson City, MO 65102 Telephone: 573-751-2891
<b>Columbia Area Health Office</b> 1500 Vandiver, Suite 112 Columbia, MO 65202 Telephone: 573-882-9399	<b>Southeastern District Health Office</b> 2875 James Blvd. Poplar Bluff, MO 63901 Telephone: 573-840-9720
<b>Cape Girardeau Area Health Office</b> 338 Broadway Suite 200 Cape Girardeau, MO 63701 Telephone: 573-290-5809	

## Child Abuse and/or Neglect Information

The Missouri laws that identify who must report child abuse/neglect are RSMo 210.110 and 210.115. As a child care provider, you are a **mandated reporter\*** when you suspect a child has been abused or neglected. These sections will help you understand the reporting process as well as assist you in identifying when it may be appropriate for you to make a hot-line call.

### What should you do when you suspect abuse or neglect?

► **CALL THE HOT-LINE at 1-800-392-3738.** The Children's Division staffs this hot-line 24 hours a day, 7 days a week, 365 days a year. They will take information from you and respond. If you live outside Missouri and want to report the abuse or neglect of a Missouri child, call **573-751-3448**.

► **HAVE COMPLETE INFORMATION.** The Children's Division needs specific information to be able to respond to a complaint of abuse or neglect. Be sure you have the following:

- name of the child,
- name of the parent(s),
- name of the alleged abuser, and
- where the child can be located.

You will also be asked:

- Is the child in a life-threatening situation now?
- How do you know about the abuse/neglect?
- Did you witness the abuse/neglect?
- Were there other witnesses and how can they be contacted?



### What if you're not sure it's abuse or neglect?

You may call the local Children's Division office to discuss your concerns. They can advise you whether or not to call the hot-line. They can also give you advice that might help you to aide the family in crisis.

Err on the side of safety. If you have the thought, "Maybe I should call..." – **DO!** Not all calls to the hot-line are determined to be abuse/neglect. However, the Children's Division can often provide services and assistance that can help families prevent abuse or neglect.

For additional information on Child Abuse & Neglect guidelines, go to [http://dss.mo.gov/cd/pdf/guidelines\\_can\\_reports.pdf](http://dss.mo.gov/cd/pdf/guidelines_can_reports.pdf).

***\*Notice to Mandated Reporters:*** Effective August 28, 2004, if you are required to report child abuse or neglect because of your occupation, you can no longer make an anonymous call to the Hot-line.